

**Monitoring Review Report for**

**Mentoring Services**

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| **PROGRAM INFORMATION** | | | | | |
| County: |  | | Date of Monitoring: |  | |
| Sponsoring Agency: | |  | | | |
| Component Name: | |  | Component ID: | |  |

**Service Delivery**

The program schedules initial appointment with the referred juvenile ad the parent(s)/legal guardians(s) within 15 days of receiving the referral. 22 Mentoring Programs, 22.4, A. 2.

The program notifies the referring agent regarding the decision to admit the juvenile into the program within 15 business days of receiving the referral. 22. Mentoring Programs, 22.4 B. 2.

The average optimal weeks and contact hours are within parameters specified for the SPEP Service Type indicated in the program agreement. 22. Mentoring Programs, 22.3, B.

The program has a protocol manual that details the structure, format and content through which program services are delivered, evaluated and maintained.

2. Program Operational Requirements, 2.3, A. 2.

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| **Comments:** |

**Supervision of Mentors and Juvenile “Matches”**

The Program Manager or Volunteer Coordinator clearly documents all communication efforts that's provided by telephone, email, or face-to-face contact with:

Each individual mentor and each couple mentor once a week for the first 6 weeks after they are matched and a minimum of once per month thereafter for the remainder of the year’s mentoring commitment. 22. Mentoring Programs, 22.6, A. 5. a. , i

Each juvenile’s parent/legal guardian within the first 2 weeks after the match is made and every month thereafter 22. Mentoring Programs, 22.6, A. 5. a., ii

Each group mentor at least once per month. 22. Mentoring Programs, 22.6, A. 5. a., iii

**Mentor Retention**

The program provides support services and activities to recognize, motivate, train and retain volunteers. 22. Mentoring Programs, 22.6 A. 6.

The program provides at least 2 group activities for the juvenile’s matches.

22. Mentoring Programs, 22.6 A. 6., a.

The program provides at least 2 in-service training sessions for mentors.

[A mentor recognition banquet can serve as an in-service training.] 22. Mentoring Programs, 22.6 A. 6., b.

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| **Comments:** |

**Staff Recruitment**

## The program follows all State and Federal workplace rules when hiring and supervising full-time and part-time staff, including the recruitment and training of volunteers.

2. Program Operational Requirements, 2.8, A.2.

The program has employment policies and procedures related to staff employment and supervision responsibilities. These policies include criteria regarding an individual’s eligibility/ineligibility for employment, contracting for services, volunteering and internships which keep in consideration the nature of the services to be delivered and the juveniles served.

2. Program Operational Requirements, 2.8, A.4.

There is a file for all staff, volunteers, interns, and contractor(s) containing:

2. Program Operational Requirements, 2.8, A. 6. a - j.

NOTE: Job Description: Contractor files are exempt from this requirement.

Volunteer Application: Applies only to programs utilizing adult volunteers

Annual performance evaluation: Interns, volunteers and contractors are exempt from this requirement.

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| Name(s) | S = Staff  V = Volunteer  I = Intern  C = Contractor | Job Description | Contract for Prof Services,  if applicable | Volunteer Application,  if applicable | Perf. Evaluation | Criminal Background Check | Reference Checks | Valid Driver's license,  if applicable | Proof of Education | Current  Licensure/  Certification, if applicable | Policy Acknowledgement Statement |
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| **Comments:** |

# **General Qualifications**

# The Program Manager has at least a Bachelor’s degree in a human services or related field, or a 4-year degree in any other field with at least 2 years experience as a direct service professional in a juvenile serving agency. 22. Mentoring Programs, 22.6, A. 1.

# Program Staff have at least an Associate’s degree in a human services field, or a high school diploma with at least 1 year of human services experience. 22. Mentoring Programs, 22.6, A. 2.

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| **Comments:** |

# **Volunteer Mentors and Volunteer Program Staff**

# **Volunteer Mentors**

# The program has provided documentation indicating that volunteer providing direct service in mentoring have at least 1 year of experience working with youth, commit to a 1-year involvement with the program. 22. Mentoring Programs, 22.6, A. 4.

# The program has provided documentation indicating that volunteers have completed a 6-hour pre-service training facilitated by a mentoring staff member of qualified volunteer.

# 22. Mentoring Programs, 22.6, A. 4.

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# The program has provided documentation indicating that volunteer mentors complete a screening process prior being matched with a juvenile including the following: 22. Mentoring Programs, 22.6, A. 4.

# A Program Volunteer Application Template *(Form JCPC/EA 001)* including 3 references is provided for each volunteer. 22. Mentoring Programs, 22.6, A. 4., a

# A personal interview with the Program Manager or appropriate staff member.

# 22. Mentoring Programs, 22.6, A. 4., b.

# Verification of a criminal background check, valid driver’s license and safe driving records check. 22. Mentoring Programs, 22.6, A. 4., c.

**Volunteer Program Staff**

# Volunteers providing direct service have at least 1 year of experience working with at-risk youth.

22. Mentoring Programs, 22.6, A. 3.

Each volunteer position has a job description. 22. Mentoring Programs, 22.6, A. 3. a.

A completed Program Volunteer Application Template *(Form JCPC/EA 001),* including 3 references has been provided, contacted, and documented on the completed form for each volunteer. 22. Mentoring Programs, 22.6, A. 3. b.

Each volunteer has been screened and the program determined that the volunteer possesses credentials/skills/experience commensurate to the requirements of the job description.

22. Mentoring Programs, 22.6, A. 3. c.

For each volunteer who is involved in direct supervision the program has on file:

A criminal background check. (See policy 2.8, A., 4) 22. Mentoring Programs, 22.6, A. 3. d.

# Additionally, for volunteers providing transportation of juveniles, the program has on file:

22. Mentoring Programs, 22.6, A. 3. d., i -ii

A valid driver license (a copy must be annually updated and on file); and

A safe driving record.

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| **Comments:** |

**Staff and Volunteer Orientation and Training**

Job appropriate orientation and training on policies, procedures, rules and regulations of the program and DPS policies are provided to program staff and volunteers within 30 days of employment/volunteering. 22. Mentoring Programs, 22.7 A.,1.

The program maintains documentation of staff training and competency in all program activities authorized by the program agreement. 22. Mentoring Programs, 22.7 A.,1.

Personal and professional development training opportunities (internal, in-person and/or online) are offered to the staff and volunteers. 22. Mentoring Programs, 22.7 A.,2.

Volunteers complete pre-service training specific to the program type prior to providing direct service to juveniles*.* 22. Mentoring Programs, 22.7 A.,3

Direct service staff participated annually in at least 12 hours of training in an area related to the service type provided, including at a minimum, basic interaction skills related to juveniles.

22. Mentoring Programs, 22.7 A.,4.

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| **Comments:** |

**Juvenile Records**

The program has a hard copy paper record or digital record for each juvenile admitted to the program.

The program complies with JCPC policy, Appendix D. Digital Client Records.

2. Program Operational Requirements, 2.4, A.

Juvenile records are stored in a secure location. 2. Program Operational Requirements, 2.4, C.

Juvenile records are maintained for a period of 5 years after the termination date.

2. Program Operational Requirements, 2.4, C.

The program enters data into client tracking within 7 days of the admission decision.

22. Mentoring Programs, 22.4, B. 1.

Participation Agreement includes: 22. Mentoring Programs, 22.4, B. 3. a. - b., i-iii

Name of the sponsoring agency and program name.

Program guidelines, requirements, and projected dates of completion.

Signed consent of parent(s)/legal guardian(s), juvenile and program staff for participation in the program.

Specific requirements of the parent(s)/legal guardian(s) and each family member, if applicable

Results of any non-compliance.

Termination Process:

The program enters data into client tracking within 7 days of the termination decision.

22. Mentoring Programs, 22.4, D 1.

The program has completed a written termination form for each juvenile within 10 business days of termination from the program. 22. Mentoring Programs, 22.4, D. 2.

The program has submitted a copy of the termination form for each juvenile within 10 business days of termination from the program to the parent(s)/legal guardian(s), Court Services, if applicable, and other referring entities as appropriate. 22. Mentoring Programs, 22.4, D 2

A copy of the termination form is included in juvenile files. 22. Mentoring Programs, 22.4, D 2

The termination form includes:

Name of the sponsoring agency and program name

Juvenile's name

Activities, results and recommendations

Date of last contact

The reason for termination which supports the reasons reported in NCALLIES

Names of persons and agencies receiving the termination form

The name of the program person completing the documentation

As needs were identified, the program developed, in collaboration with the juvenile, parent(s)/legal guardian(s), juvenile’s Court Counselor, and/or other referring entity, prior to termination, an aftercare/termination service plan for each juvenile. 22. Mentoring Programs, 22.5

A review of 6 active and 6 terminated client records (randomly selected) has been conducted by the monitor. (If a program has less than 6 records in either category, review all records in that category.) The completed record review sheets for this component are attached.

3. Program Oversight and Monitoring, 3.4, A. 1. c. i - iii

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| **Active Client File Review** | | | | | | | | | | | | | | | | |
| **Client Name** | Referral Form | Admission Date  (matches client tracking) | Referral Source  (matches client tracking) | Referral Reason  (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv) | Community Programs Risk Assessment | Parental Consent to Participate | Medical / Medication Information  (if applicable) | Consent for Release of Information  (if applicable) | Individual Service Plan - ISP | ISP shows expected changes in behavior, attitude, performance, and/or skills | ISP shows Interventions / Activities  to be provided | ISP shows expected duration of services | ISP shows how progress/changes will  be measured | Contact Record with activities, dates, times, duration, results each time the youth and/or family is seen | Copy of Progress Reports to Juvenile Court Counselors at least every 30 days  (if applicable) |
| 1. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Terminated Client File Review** | | | | | | | | | | | | | | | | | |
| **Client Name** | Referral Form | Termination Date  (matches client tracking) | Referral Source  (matches client tracking) | Referral Reason  (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv) | Community Programs Risk Assessment | Parental Consent to Participate | Medical / Medication Information  (if applicable) | Consent for Release of Information  (if applicable) | Individual Service Plan - ISP | ISP shows expected changes in behavior,  attitude, performance, and/or skills | ISP shows Interventions / Activities  to be provided | ISP shows expected duration of services | ISP shows how progress/changes  will be measured | Contact Record with activities, dates, times, duration, results each time the youth and/or family is seen | Copy of Progress Reports to Juvenile  Court Counselors at least every 30 days  (if applicable) | Termination Summary with date and reason for termination  (matches client tracking) |
| 1. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| 4. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**Record Review Comments:**

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**Summary of Comments:**

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